

To: CN=Ken Kerner/OU=R10/O=USEPA/C=US@EPA[]
Cc: []
Bcc: []
From: CN=Phil North/OU=R10/O=USEPA/C=US
Sent: Fri 3/25/2011 11:02:38 PM
Subject: SEEs with computer problems

Hi Ken,
I am never sure who to send these messages to. If you are not the correct person would you forward this.

Dave Athons, one of the SEEs working on Bristol Bay issues here in Soldotna, has been having never ending problems with his laptop. I know the Help Desk has spent a lot of time with him, but the problems don't seem to end. I wonder if we can come up with some other approach rather than the case by case trying to solve his problems. I wonder if there is some systemic problem. Dave's productivity is way down because he is spending a great deal of time on computer problems. Do you have any ideas on how to approach this.

Also Gary Sonnevil, the other SEE, was locked out of his computer yesterday. He called the Help Desk but they had not called back by this afternoon.

Any suggestions that you have are appreciated.

Phil

Phillip North
Ecologist
Environmental Protection Agency
Kenai River Center
514 Funny River Road
Soldotna, Alaska 99669
(907) 714-2483
fax 260-5992
north.phil@epa.gov

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